

the call back, the URL of the originally viewed web page is presented to the agent, so that the agent can see the page from which the caller made the request.

In the second embodiment, a web page is newly created when a call is received at an organization. The web page (which is presented to the agent answering the call) includes information about the caller including telephone number, account information and so on.

It is respectfully suggested that there is no dispute over the technical meaning of Khouri et al., which essentially discloses the two systems mentioned above. It is only in relation to the relevance (or lack thereof) of Khouri to the claimed invention that there is a significant difference of opinion. To that end, it may be instructive to set out the claimed features with the applicants' comments on the analysis provided by the Examiner.

Claim 1 requires that the method must involve:

- accessing a plurality of web pages
- each of the web pages being associated with pre-specified information about potential calls
- selecting one of the web pages using information about the call
- providing the selected web page to the call member

The first two of these features form step (i) and the third and fourth features form step (ii) of claim 1.

In relation to step (i) the Examiner comments that the passages referred to disclose "accessing web pages online". There is indeed reference in Khouri et al to online web page access. However, this is only of marginal relevance, unless the web pages accessed are "associated with pre-specified information about potential calls".

Khoury et al. discuss access to two types of web page. Neither of these is associated with pre-specified information about potential calls. In the first embodiment, the web pages are normal pages which include the option to request a call. Foladare disclosed a very similar system, and reference is made to applicants' last response in this regard as it is believed that the comments made in that response are equally of relevance to this aspect of Khoury. The pages are not associated with pre-specified information about potential calls. Indeed, on carefully reviewing the passages to which the Examiner refers, it appears that such web pages would simply be the usual pages on any company's web site. A call made to or from the company does not, as a matter of course, include any information identifying it with any one of the web pages on the company's web site.

The web pages in the second embodiment are generated at the time that a call is made, and in response to a call. Therefore, they are not web pages associated with pre-specified information about potential calls. Web pages are newly created to include information about a call occur after the call is initiated, whereas the present invention clearly requires that the web pages are associated with potential (i.e. future) calls. There is a significant difference between selecting one page from a plurality of existing pages (as a "best match" for any given call), and creating a new web page for each call.

The requirement in step (i) of claim 1, that the web pages are associated with pre-specified information about potential calls cannot be overlooked, and in reviewing the prior art the applicants fail to find any disclosure or suggestion of this feature.

As regards step (ii), the Examiner makes reference to "the agent and client connected on the phone and directly on the Internet, viewing the same web pages". Again applicants have no argument that this occurs in the Khoury system, but do not

see how this is equated to the features of step (ii) of claim 1.

While the parties in Khouri can be provided with a web page, the web page in question is:

- the page which the user was browsing when the call request was placed (first embodiment); or
- the page created after a call is received and which is generated to include information about the call (second embodiment).

Clearly, since the call information is not used to select either such page based on pre-specified information about the call, they do not fall within the definition of claim 1.

It is respectfully pointed out that the present Application is not attempting to claim protection for accessing web pages online, with a client and agent both talking on the phone and viewing the same web pages. The invention is instead concerned with providing a page which is appropriate to any potential call, by associating information about potential calls with a plurality of stored web pages.

For these reasons, it is respectfully submitted that claim 1 is patentable over the cited prior art. Each of independent claims 13 and 17 includes corresponding features and thus the comments and arguments equally apply to such claims. The feature of a plurality of web pages each associated with information about potential calls, lacking from both Khouri and Foladare, is also common to independent claims 22 and 23, which should therefore also be considered patentable.

It is respectfully submitted that each of the dependent claims rejected on the basis of anticipation should be regarded as patentable as being based on an allowable independent claim.

Claim Rejections - 35 USC §103

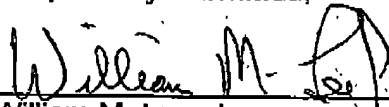
Claim 15, being dependent on claim 1, shares patentability for similar reasons at least. Comments have already been filed on the relevance of Foladare and thus it is submitted that Foladare, failing to disclose the features of claim 1 lacking from Khouri, does not render claim 1 or any claim dependent thereon as obvious.

De Boor is relied on in the rejection of claims 19-21 for its disclosure of the display of a web page on a mobile telephone. Since De Boor fails to disclose the features common to claim 1 and claim 19, it is submitted that claims 19-21 share patentability with independent claims 1, 13 and 17.

Further and favorable reconsideration is therefore requested.

February 17, 2005

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